



Director of Member Services Inter-Cooperative Council at the University of Michigan

General Statement

The ICC is a student owned and operated housing cooperative of which both residents and staff are members. All employees work closely with a student Board of Directors. As part of the ICC team, the **Director of Member Services (DMS)** is responsible for all services connected with optimizing house operations, member control, and member leadership. The DMS is supervised by the General Manager. The DMS partners with members to help install, update and build the systems and strategies in the ICC's 18 houses. Together the DMS and members will provide a healthy, safe, and affordable environment for all to build life skills, create and sustain robust communities, and develop strong relationships. The DMS will supervise department staff and interns to support the creation and evolution of dynamic, democratically run cooperative environments.

The DMS furthers community and inclusion within the ICC by advising the Education Committee, the Diversity Committee, and the Dispute Assistance and Resolution Team (DART), made up of interested and committed ICC members. The DMS works with all staff departments as a cooperative team player, specifically supporting ICC interim work (a twice-annual transition period of member move-out and move-in) and advising related interim committees; communicating and training on best practices related to house functions (i.e. meeting facilitation, dispute recognition and resolution, house cleanliness, etc.); and connects members to other staff-provided resources. The Director of Member Services works closely with the Director of Housing Services and the General Manager to assist members with concerns and issues. The DMS will work with the staff team on policy and operations issues and will attend weekly staff meetings, periodic staff retreats, and at least one Board Meeting per term.

Specific Duties

1. Member Services Team Management

- Maintain a professional, organized, efficient work environment and oversee all operations of the Member Services Department.
- Hold regular meetings with Member Services Department staff
- Maintain membership-related sections of the ICC website and data bases in partnership with other staff

2. Co-op Education and Training Program Management

- Oversee development and implementation of training for the Board, Coordinating Committee, house officers, Interim Assistance Committee, staff and new members
- Ensure the development of workshops for ICC members and the external community on issues relevant to ICC's mission, goals, beliefs and values
- Oversee development and implementation of special programs and events for ICC members and staff
- Develop and maintain training materials
- Oversee development and maintenance of education publications
- Advise the Education Committee
- Supervise/train education staff and/or education house labor.
- Supervise, promote and schedule use of the Education Center
- Maintain a connection and relationship with the greater cooperative movement including with the North American Students of Cooperation (NASCO) staff and other student housing cooperatives

3. House Operations Management

- Optimize house operations and member control; increase awareness of social justice issues and promote socio-economic diversity; increase officers' and members' knowledge of co-op operations; and foster the leadership skills necessary for members to be responsible in their roles
- Advise house officers/members on Standing Rules, house operations and constitutional issues
- Educate and support the development of problem solving skills in the houses and among the committees, officers and other staff members
- Advise and provide guidance to members on issues of mental health, substance abuse, physical and cognitive disabilities, sexual harassment, and issues of power and privilege
- Support other staff departments as a cooperative team player by identifying house concerns and actively educating to support house cleanliness, the use of ICC systems (i.e. work holidays), and actively leading interim with the Interim Assistance Committee, the Director of Housing and the ICC maintenance team

4. Dispute Resolution and Restorative Programs Management

- Advise the Dispute Assistance and Resolution Team (DART)
- Support, advise and educate all members, staff, and committees in the areas of conflict resolution and restorative justice/programming
- Maintain connections and opportunities for referrals with University of Michigan student resources and offices (i.e. Dean of Students Office, Office of Student Conflict Resolution (OSCR), Office of Multi-Ethnic Student Affairs (MESA), the Spectrum Center, counseling resources, etc.)
- Support the understanding of mental health by providing connections to resources and training to members and staff as well as the ability to refer members to mental health resources
- Maintain connections and partnerships with local, state and federal resources related to building conflict resolution skills and building cooperative cultures and communities

5. Diversity Program Management

- Advise the Diversity Committee
- Support the development and/or maintenance of diversity education programs for ICC members including within the areas of power, privilege and oppression as well as racial, cultural, and socio-economic diversity
- Maintain diversity resource library and publicize its availability to members and staff

6. Administrative and Miscellaneous

- Serve as a member of a staff team that works collectively and across departments in support of each other and the members of the ICC
- Attend staff meetings, periodic board meetings, staff retreats, annual board training, and other meetings and training as needed
- Maintain updated list of annual work objectives
- Assist with annual and long-term planning for the organization
- Maintain and update membership resource materials
- Set and administer the Member Services Department budget with the help of the General Manager and the Education and Finance Committees

Other reasonably related business duties may be assigned by the General Manager. The ICC General Manager may change or revise job duties as the need arises. This job description does not constitute a written or implied contract of employment.

Job Requirements:

- A demonstrated commitment to the cooperative movement (required) and experience with cooperatives or in community living, especially student housing co-ops (preferred)
- Skill and experience working with college students
- Strong written and verbal communication skills
- Conflict resolution experience and skills
- Knowledge of social justice issues, power and oppression (preferred), and/or willingness to participate in training
- Excellent interpersonal, communication, training and problem-solving skills
- Skill and experience in customer service
- Comfortable working in a fast-paced, sometimes stressful environment
- Excellent MS Office, Adobe, e-mail, and social media skills (desired: advanced Word, PowerPoint and Excel skills)
- Experience and comfort with managing databases (i.e. FileMaker Pro and Access) preferred
- Absolute team player
- An open mind and receptiveness for personal development and growth
- Ability to take a breath and smile daily

Pay rate: Salary range from \$40,000 to \$50,000 – commensurate with experience. Very competitive benefits package including 8% retirement match, a supplemental health expenses allocation, provisions for paid leave, medical/dental insurance with minimal employee contribution (12%), 22 paid vacation days, 9 observed holidays, and 12 paid sick days.

Please submit a cover letter and resume via e-mail to Nick Coquillard, General Manager, at coquill@umich.edu or via mail to address 337 E. William St., Ann Arbor, MI 48104. Applications will be considered on a rolling basis.

The ICC is an Equal Opportunity Employer